

User Tracking

You can check the **Actions of your XCALLY Users** in [socket.io](#) log.

- **Pattern: [name – ip_address]**
 - name: the name of the User/agent that perform the action
 - ip_address: the IP Address of the device of the User/Agent that perform the action
- You can find the pattern in the log file **xcally-realtime.log** located in `/var/log/`
- This is the track of Action performed in the **Dashboard** and **Realtime** section.

Actions

Action	Role	Log Level	Example
Queue Resets	User	INFO	[Administrator - 151.0.175.186] admin:queuereset {"action":"QueueReset"}
Hangup	User	INFO	[Administrator - 151.0.175.186] admin:action {"action":"Hangup","channel":"SIP/john.doe-00000000"}
Agent Pause	User/Agent	INFO	[Administrator - 151.0.175.186] admin:action {"action":"QueuePause","interface":"SIP/john.doe", "paused":1}
Agent UnPause	User/Agent	INFO	[Administrator - 151.0.175.186] admin:action {"action":"QueuePause","interface":"SIP/john.doe","paused":0}
Originate	Agent	INFO	[John Doe - 151.0.175.186] admin:action {"action":"Originate","channel":"SIP/john.doe","exten":"jane.miller"}
Agent Logout	Agent	INFO	[John Doe- 151.0.175.186] agent:logout
Agent QueueAdd	User	INFO	[Administrator - 151.0.175.186] admin:action {"action":"QueueAdd","queue":"Sales","interface":"SIP/john.doe"}
Agent QueueRemove	User	INFO	[Administrator - 151.0.175.186] admin:action {"action":"QueueRemove","interface":"SIP/john.doe","queue":"Sales"}